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5	Attorneys for Plaintiff	
6	UNITED STATES D	ISTRICT COURT
7	DISTRICT OF	ARIZONA
8		Case No:
9	FERNANDO GASTELUM,	VERIFIED COMPLAINT
10	Plaintiff,	1. Americans with Disabilities
11		Act
12	VS.	2. Negligence3. Negligent
13		Misrepresentation
14	IMARA HOLDINGS, Inc., a Delaware Corporation d/b/a Residence Inn by	4. Failure to Disclose5. Fraud / Consumer Fraud
	Marriott Phoenix,	5. Fraud / Consumer Fraud
15		JURY TRIAL REQUESTED
16	Defendant(s).	
17	INTRODU	CTION
18		
19	1. Plaintiff brings this action pursuant to t	ne Americans with Disabilities Act, 42
20	U.S.C. §12101 et seq. and correspond	ling regulations, 28 CFR Part 36 and
21	Department of Justice Standards for Ac	cessible Design ("ADA").
22		1 DI: (:00 :4 d :1 0
23	2. Plaintiff's left leg is amputated below the	ne knee. Plaintiff moves with the aid of
24	a wheelchair or a prosthetic leg. Plainti	ff suffers from a disability as this term
25	is defined in 42 U.S.C. 12102 and 28 (CFR §36.105 (c)(1)(i) which includes,
26	inter alia "wallzing standing sitting ray	aching lifting [and] handing" and other
27	inter alia, "walking, standing, sitting, realist	aching, mang land bending and other
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activities. A partial missing limb "substantially limit[s] musculoskeletal function" as a matter of law. 28 CFR § 36.105 (d)(2)(iii)(D).

- 3. Plaintiff is constantly and relentlessly segregated and discriminated against, excluded, denied equal services, or otherwise treated differently than other individuals because of his disability, and has been denied the opportunity to participate in or benefit from services, facilities and opportunities available people without disabilities.
- 4. Plaintiff incorporates herein Congressional Findings and Purpose set forth in 42 U.S.C. §12-101 and 28 CFR §36.101.
- 5. Plaintiff is being subjected to discrimination on the basis of disability in violation of Subchapter III of the Americans with Disabilities Act or has reasonable ground to believe that that he is about to be subjected to discrimination in violation of 42 U.S.C. §12183.
- 6. Plaintiff alleges that he has actual notice that Defendant has failed to comply with Subchapter III of the ADA, 28 CFR 36 and the 2010 Standards of Accessibility Design ("2010 Standards") as more fully alleged below.
- 7. Plaintiff alleges that he has no obligation to engage in futile gestures as referenced in 42 U.S.C. §12188(A)(1) and 28 C.F.R. Subpart E
- 8. Defendant has discriminated against Plaintiff by the following actions and failures to act –

- a. Failing to make reasonable modifications in policies, practices, or procedures which are necessary to afford Plaintiff and others similarly situated accessibility to Defendant's place of public accommodation, thus violating 42 U.S.C. §12182(b)(2)(A)(ii) and 28 C.F.R. §36.302(a); and
- b. Failing to take such steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, thus violating 42 U.S.C. §12182(b)(2)(A)(iii); and
- c. Failing to remove architectural barriers where such removal is readily achievable, thus violating 42 U.S.C. §12182(b)(2)(A)(iii), 28 CFR 36 and the 2010 Standards...

PARTIES

- 9. Plaintiff is a disabled person and a committed individual to advance the time when places of public accommodations will be compliant with the ADA.
- 10.Plaintiff's disability includes the amputation of the left leg below the knee. Plaintiff moves with the use of a wheelchair, walker and/or a prostethis.
- 11. Defendant Imara Holdings, Inc. owns and/or operates hotel under the name Residence Inn by Marriott Phoenix located at 8242 N Black Canyon Hwy, Phoenix Arizona 85051 which is a public accommodation pursuant to 42 U.S.C. § 12181(7)(A) which offers public lodging services. *See* 28 CFR §36.104 and a listing of public accommodations in 42 U.S.C. §12181(7).

JURISDICTION

12.District Court has jurisdiction over this case or controversy by virtue of 28 U.S.C. § 28-1331 and 42 U.S.C. § 12188 and 28 U.S.C. § 1367.

1	13. Plaintiff brings this action as a private attorney general who has been personally
2	subjected to discrimination on the basis of his disability, see 42 U.S.C.12188
3	and 28 CFR §36.501.
4	14. Venue is proper pursuant to 28 U.S.C. § 1391.
5	STANDING TO SUE JURISDICTION
6	15. Plaintiff reviewed 3 rd party and 1 st party lodging websites to book an
7	ambulatory and wheelchair accessible room. Plaintiff was denied equal
8	opportunity to use and enjoyment of a critical public accommodation through
9	Defendant's acts of discrimination and segregation alleged below.
10	16.Plaintiff intends to book a room at the Defendant's hotel once Defendant has
11	removed all accessibility barriers, including the ones not specifically referenced
12	herein, and has fully complied with the ADA.
13	17. Because of Defendant's denial of Plaintiff's use and enjoyment of a critical
14	public accommodation through Defendant's acts of discrimination and
15	segregation, he is deterred from visiting that accommodation by accessibility
16	barriers and other violations of the ADA.
17	18.Defendant has denied Plaintiff -
18	a. The opportunity to participate in or benefit from the goods, services,
19	facilities, privileges, advantages, or accommodations at its hotel.
20	b. The right to be included in the population at large who benefits from
21	Defendant's hotel without being segregated because his disability.
22	19.Plaintiff intends to book a room at Defendant's hotel in the future but he will
23	likely suffer repeated injury unless and until the barriers of accessibility and
24	ambulatory and wheelchair accessibility barriers have been removed.
25	CONTINUING JURISDICTION
26	20.ADA violations which form the subject matter of this Verified Complaint
27	change frequently due to regular maintenance, remodels, repairs, and normal

wear and tear.

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1	b.	Whether operable parts on accessible elements, accessible routes and
2		accessible rooms comply with §§205 and 803 of the 2010 Standards; and
3	c.	Whether any accessible means of egress comply with §207 of the 2010
4		Standards.
5	d.	Whether parking spaces comply with §§208 and 502 of the 2010
6		Standards; and
7	e.	Whether passenger loading zones comply with §§209 and 503 of the
8		2010 Standards; and
9	f.	Whether any drinking fountains comply with §211 of the 2010 Standards;
10		and
11	g.	Whether any kitchens, kitchenettes and sinks comply with §§212 and 804
12		of the 2010 Standards; and
13	h.	Whether toilet facilities and bathing facilities comply with §213 of the
14		2010 Standards; and
15	i.	Whether any washing machines and clothes dryers comply with §§214
16		and 611 of the 2010 Standards; and
ا 17	j.	Whether accessible hotel rooms comply with §224 of the 2010 Standards;
18		and
19	k.	Whether dining surfaces and work surfaces comply with §§226 and 902
20		of the 2010 Standards; and
21	1.	Whether sales and service elements comply with §227 of the 2010
22		Standards; and
23	m.	Whether any saunas and steam rooms comply with §§241 and 612 of the
24		2010 Standards; and
25	n.	Whether any swimming pools, wading pools and spas comply with
26		§§242 and 1009 of the 2010 Standards; and
27	О.	Whether floor and ground surfaces comply with §302 of the 2010

Standards; and

1	p. Whether changes in level comply with §303 of the 2010 Standards; and
2	q. Whether turning spaces comply with § 304 of the 2010 Standards; and
3	r. Whether floor and ground spaces comply with §305 of the 2010
4	Standards; and
5	s. Whether knee and toes clearances comply with §306 of the 2010
6	Standards; and
7	t. Whether protruding objects comply with §307 of the 2010 Standards; and
8	u. Whether the reach ranges comply with §308 of the 2010 Standards; and
9	v. Whether the operating parts on accessible features comply with §309 of
10	the 2010 Standards; and
11	w. Whether accessible routes comply with §402 of the 2010 Standards; and
12	x. Whether walking surfaces comply with §403 of the 2010 Standards; and
13	y. Whether doors, doorways and gates comply with §404 of the 2010
14	Standards; and
15	z. Whether ramps comply with § 405 of the 2010 Standards; and
16	aa. Whether curb ramps comply with §406 of the 2010 Standards; and
17	bb. Whether any elevators comply with §407 of the 2010 Standards; and
18	cc. Whether any platform lifts comply with §410 of the 2010 Standards; and
19	dd. Whether any stairways comply with §504 of the 2010 Standards; and
20	ee. Whether handrails on elements requiring handrails comply with §505 of
21	the 2010 Standards; and
22	ff. Whether the plumbing facilities comply with Chapter 6 of the 2010
23	Standards with respect to all the following subchapters of Chapter 6: §§
24	602 (drinking fountains), 603 (toilets and bathing rooms), 604 (water
25	closets and toilet compartments, 605 (urinals), 606 (lavatories and sinks),
26	607 (bathtubs), 607 (shower compartments), 608 (grab bars), 610 (seats
27	in bathtubs and shower compartments), and
28	gg. Whether service counters comply with 904 of the 2010 Standards.

1	30.3 rd party website did not permit Plaintiff to book a room.
2	31. Thereafter, Plaintiff consulted Defendant's 1st party website to determine the
3	information unavailable from the third-party website.
4	32.1st party website failed to identify and describe mobility related accessibility
5	features and guest rooms offered through its reservations service in enough
6	detail to reasonably permit Plaintiff to assess independently whether
7	Defendant's hotel meets his accessibility needs.
8	33.In particular, 1st party website failed to disclose the following accessibility
9	features in enough detail to reasonably permit Plaintiff to assess independently
10	whether Defendant's hotel and guest rooms meets his accessibility needs:
11	a. Whether accessible routes comply with § 206 of the 2010 Standards; and
12	b. Whether operable parts on accessible elements, accessible routes and
13	accessible rooms comply with §§205 and 803 of the 2010 Standards; and
14	c. Whether any accessible means of egress comply with §207 of the 2010
15	Standards.
16	d. Whether parking spaces comply with §§208 and 502 of the 2010
17	Standards; and
18	e. Whether passenger loading zones comply with §§209 and 503 of the
19	2010 Standards; and
20	f. Whether any drinking fountains comply with §211 of the 2010 Standards;
21	and
22	g. Whether any kitchens, kitchenettes and sinks comply with §§212 and 804
23	of the 2010 Standards; and
24	h. Whether toilet facilities and bathing facilities comply with §213 of the
25	2010 Standards; and
26	i. Whether any washing machines and clothes dryers comply with §§214
27	and 611 of the 2010 Standards; and
28	

1	j.	Whether accessible hotel rooms comply with §224 of the 2010 Standards;
2		and
3	k.	Whether dining surfaces and work surfaces comply with §\$226 and 902
4		of the 2010 Standards; and
5	1.	Whether sales and service elements comply with §227 of the 2010
6		Standards; and
7	m	. Whether any saunas and steam rooms comply with §§241 and 612 of the
8		2010 Standards; and
9	n.	Whether any swimming pools, wading pools and spas comply with
10		§§242 and 1009 of the 2010 Standards; and
11	0.	Whether floor and ground surfaces comply with §302 of the 2010
12		Standards; and
13	p.	Whether changes in level comply with §303 of the 2010 Standards; and
14	q.	Whether turning spaces comply with § 304 of the 2010 Standards; and
15	r.	Whether floor and ground spaces comply with §305 of the 2010
16		Standards; and
17	S.	Whether knee and toes clearances comply with §306 of the 2010
18		Standards; and
19	t.	Whether protruding objects comply with §307 of the 2010 Standards; and
20	u.	Whether the reach ranges comply with §308 of the 2010 Standards; and
21	v.	Whether the operating parts on accessible features comply with §309 of
22		the 2010 Standards; and
23	W.	Whether accessible routes comply with §402 of the 2010 Standards; and
24	х.	Whether walking surfaces comply with §403 of the 2010 Standards; and
25	y.	Whether doors, doorways and gates comply with §404 of the 2010
26		Standards; and
27	Z.	Whether ramps comply with § 405 of the 2010 Standards; and
28	l aa	. Whether curb ramps comply with §406 of the 2010 Standards; and

1	c. Some accessible parking spaces are inadequately sized; and	
2	d. Some accessible parking spaces are improperly sloped; and	
3	e. Signage on accessible parking spaces is missing or improperly displayed;	
4	and	
5	f. Some or all curb ramps are too steep; and	
6	g. Some ramps lack edge protection; and	
7	h. Numerous curbs on accessible routes are not ramped; and	
8	i. Accessible route requires a disabled individual to cross a lane of traffic; and	
9	j. The stairs are non-compliant; and	
10	k. Changes in level on accessible routes are not ramped; and	
11	1. The passenger drop-off area is improperly marked; and	
12	m. Other deficiencies to be supplemented upon completion of discovery.	
13	40. As a result of the deficiencies described above, Plaintiff declined to book a room	
14	at the hotel.	
15	41. The removal of accessibility barriers listed above is readily achievable.	
16	42.As a direct and proximate result of ADA Violations, Defendant's failure to	
17	remove accessibility barriers prevented Plaintiff from equal access to the	
18	Defendant's public accommodation.	
19	WHEREFORE, Plaintiff prays for all relief as follows:	
20	A. Relief described in 42 U.S.C. §2000a – 3; and	
21	B. Relief described in 42 U.S.C. § 12188(a) and (b) and, particularly -	
22	C. Injunctive relief order to alter Defendant's place of public	
23	accommodation to make it readily accessible to and usable by ALL	
24	individuals with disabilities; and	
25	D. Requiring the provision of an auxiliary aid or service, modification of a	
26	policy, or provision of alternative methods, to the extent required by	
27	Subchapter III of the ADA; and	
28	E. For costs, expenses and attorney's fees; and	

E. For costs, expenses and attorney's fees; and

F. All remedies provided for in 28 C.F.R. 36.501(a) and (b). 1 2 **COUNT TWO** Negligence 3 43. Plaintiff realleges all allegations heretofore set forth. 4 5 44. Defendant had a duty to Plaintiff to remove ADA accessibility barriers so that 6 Plaintiff as a disabled individual would have full and equal access to the public 7 accommodation. 8 45. Defendant breached this duty. 9 46. Defendant is or should be aware that, historically, society has tended to isolate 10 and segregate individuals with disabilities, and, despite some improvements, 11 such forms of discrimination against individuals with disabilities continue to be 12 a serious and pervasive social problem¹. 13 47. Defendant knowingly and intentionally participated in this historical 14 discrimination against Plaintiff, causing Plaintiff damage. 15 48.Discrimination against individuals with disabilities persists in the use and 16 enjoyment of critical public accommodations². 17 49. Defendant's knowing and intentional persistence in discrimination against 18 Plaintiff is alleged, causing Plaintiff damage. 19 50. Individuals with disabilities, including Plaintiff, continually encounter various 20 forms of discrimination, including outright intentional exclusion, the 21 discriminatory effects of architectural, overprotective rules and policies, failure 22 to make modifications to existing facilities and practices, exclusionary 23 qualification standards and criteria, segregation, and relegation to lesser 24 services, programs, activities, benefits, jobs, or other opportunities³. 25 26 ¹ 42 U.S.C. § 12101(a)(2) 27 ² 42 U.S.C. §12101(a)(3) 28

³ 42 U.S.C. §12101(a)(5)

⁴ 42 U.S.C. §12101(a)(6)

²⁷ ⁵ 42 U.S.C. §12101(a)(7)

⁶ 42 U.S.C. §12101(a)(8)

1	citizen status the pain, suffering and emotional damages innerent to
2	discrimination and segregation and other damages to be proven at trial.
3	59.By violating Plaintiff's civil rights, Defendant engaged in intentional,
4	aggravated and outrageous conduct.
5	60. The ADA has been the law of the land since 1991, but Defendant engaged in a
6	conscious action of a reprehensible character, that is, Defendant denied Plaintiff
7	his civil rights, and cause him damage by virtue of segregation, discrimination,
8	relegation to second class citizen status the pain, suffering and emotional
9	damages inherent to discrimination and segregation and other damages to be
10	proven at trial
11	61.Defendant either intended to cause injury to Plaintiff or defendant consciously
12	pursued a course of conduct knowing that it created a substantial risk of
3	significant harm to Plaintiff.
14	62.Defendant is liable to Plaintiff for punitive damages in an amount to be proven
15	at trial sufficient, however, to deter this Defendant and others similarly situated
16	from pursuing similar acts.
17	WHEREFORE, Plaintiff prays for relief as follows:
18	A. For finding of negligence; and
9	B. For damages in an amount to be proven at trial; and
20	C. For punitive damages to be proven at trial; and
21	D. For such other and further relief as the Court may deem just and proper.
22	COUNT THREE Negligent Misrepresentation
23	regingent whstepresentation
24	63. Plaintiff realleges all allegations heretofore set forth.
25	64.Defendant failed to exercise reasonable care or competence in obtaining or
26	communicating the information regarding ADA compliance to Plaintiff both on
27	the websites and telephonically.
28	

1	65.Defendant hotel supplied false information to Plaintiff for guidance in
2	Plaintiff's business transaction, to wit: the renting of a hotel room.
3	66.Defendant's false statement was made in the course of Defendant's business in
4	which Defendant has a pecuniary interest, to wit: renting of rooms.
5	67.Plaintiff justifiably relied on Defendant's false information and rented a room
6	at Defendant's hotel.
7	68.Plaintiff has suffered pecuniary losses as a result of his reliance on Defendant's
8	false information regarding ADA compliance, to wit: he spent time, effort and
9	resources.
10	69.Defendant either intended to cause injury to Plaintiff or defendant consciously
11	pursued a course of conduct knowing that it created a substantial risk of
12	significant harm to Plaintiff.
13	70.Defendant is liable to Plaintiff for punitive damages in an amount to be proven
14	at trial sufficient, however, to deter this Defendant and others similarly situated
15	from pursuing similar acts.
16	WHEREFORE, Plaintiff prays for relief as follows:
17	A. For finding of negligent misrepresentation; and
18	B. For damages in an amount to be proven at trial; and
19	C. For punitive damages to be proven at trial; and
20	D. For such other and further relief as the Court may deem just and proper.
21	
22	COUNT FOUR Failure to Disclose
23	Tanure to Discrose
24	71.Plaintiff realleges all allegations heretofore set forth.
25	72.Defendant was under a duty to Plaintiff to exercise reasonable care to disclose
26	matters required to be disclosed pursuant to 28 CFR 36.302(e) as more fully
27	alleged above.
28	

1	73.Defendant was under a duty to disclose matters to Plaintiff that Defendant knew
2	were necessary to be disclosed to prevent Plaintiff to be misled by partial
3	disclosures of ADA compliance as more fully alleged above.
4	74. The compliance with the ADA is a fact basic to the transaction.
5	75.Defendant failed to make the necessary disclosures.
6	76.As a direct consequence of Defendant's failure to disclose, Plaintiff visited the
7	hotel, but did not book a room because of its non-compliance with the ADA.
8	77. Plaintiff has been damaged by Defendant's non-disclosure.
9	78.Defendant either intended to cause injury to Plaintiff or defendant consciously
10	pursued a course of conduct knowing that it created a substantial risk of
11	significant harm to Plaintiff.
12	79.Defendant is liable to Plaintiff for punitive damages in an amount to be proven
13	at trial sufficient, however, to deter this Defendant and others similarly situated
14	from pursuing similar acts.
15	WHEREFORE, Plaintiff prays for relief as follows:
16	A. For finding of that Defendant failed to disclose information; and
17	B. For damages in an amount to be proven at trial; and
18	C. For punitive damages to be proven at trial; and
19	D. For such other and further relief as the Court may deem just and proper.
20	
21	COUNT FIVE
22	Fraud Common Law and Consumer
23	
24	80. Plaintiff realleges all allegations heretofore set forth.
25	81.Defendant made a representation as alleged above.
26	82. The representation was material.
27	83. The representation was false.
28	84. The representation was material.

1	85.Defendant knew that the representation was false or was ignorant to the truth or
2	falsity thereof.
3	86.Defendant intended that Plaintiff rely on the false representation.
4	87. Plaintiff reasonably relied on the misrepresentation.
5	88. Plaintiff has a right to rely on the misrepresentation.
6	89.Plaintiff was consequently and proximately damaged by Defendant's
7	misrepresentation.
8	90.Defendant's misrepresentation was made in connection with the sale or
9	advertisement of merchandise with the intent that Plaintiff rely on it.
10	91.Renting of hotel rooms is "merchandise" as this term is defined in A.R.S. §44-
11	1521(5).
12	92. Plaintiff relied on the misrepresentation.
13	93.Plaintiff suffered an injury resulting from the false misrepresentation
14	94.Defendant either intended to cause injury to Plaintiff or defendant consciously
15	pursued a course of conduct knowing that it created a substantial risk of
16	significant harm to Plaintiff.
17	95.Defendant is liable to Plaintiff for punitive damages in an amount to be proven
18	at trial sufficient, however, to deter this Defendant and others similarly situated
19	from pursuing similar acts.
20	WHEREFORE, Plaintiff prays for relief as follows:
21	A. For finding of that Defendant failed to disclose information; and
22	B. For damages in an amount to be proven at trial; and
23	C. For punitive damages to be proven at trial; and
24	D. For such other and further relief as the Court may deem just and proper.
25	REQUEST FOR TRIAL BY JURY
26	Plaintiff respectfully requests a trial by jury in issues triable by a jury.
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28	

Case 2:17-cv-02567-ESW Document 1 Filed 08/02/17 Page 18 of 18

1	RESPECTFULLY SUBMITTED this 2 ND day of August 2017.
2	STROJNIK, P.C.
3	Profit-
4	Peter Strojnik, 6464
5	STROJNIK P.C.
6	2375 East Camelback Road Suite 600 Phoenix, Arizona 85016
	Telephone: (602) 524-6602
7	ADA@strojnik.com
8	Attorneys for Plaintiff
9	VERIFICATION
10	Plaintiff verifies that he has read the forgoing and that the factual allegations stated above
11	are true and correct to the best of his knowledge, information and belief. Plaintiff makes this verification under the penalty of perjury.
12	this verification under the penalty of perjury.
13	/s/ Fernando Gastelum
14	Authorized Electronically
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